

What can you do?

No one should have to live with abuse. By reporting abuse you can help bring it to an end.

We are all responsible for safeguarding adults at risk of abuse or neglect; you can use the contact numbers on this leaflet to report abuse or neglect.

Remember:

- Abuse is always wrong
- You can let the person being abused know that help is available. You could give them this leaflet.
- Try to include the person in the decision to seek help
- If someone is injured, you may need to help them get a doctor, or call for an ambulance
- If you think a crime has been committed, you can call the police

Who is an adult at risk?

Adults at risk are adults in need of care and support who may be at risk of abuse or neglect. This may be because they are older or have a mental health problem, a learning disability or physical disability.

Gloucestershire Safeguarding Adults Board

The Board's overarching aim is to reduce the number of people affected by abuse and neglect and build a safer county for everyone.

For more information on Safeguarding Adults visit the Board website at: www.gloucestershire.gov.uk/qsab

How to report abuse and neglect



To report a crime:

In an emergency call the police on **999**

If the person is not in immediate danger, call the police on

101

To report suspected adult abuse, contact the Adult Help Desk:

- Telephone **01452 426868**
- 8am to 5pm Monday to Friday
- Or when out of hours call the Emergency Duty Team on 01452 614194
- You can also email: socialcare.enq@gloucestershire.gov.uk



Safeguarding Adults at Risk of Abuse and Neglect



What is Safeguarding?

Adult safeguarding means protecting a person's right to live safely, free from abuse and neglect. It applies to any person aged 18 or over who is at risk because of their care and support needs.

Safeguarding aims to prevent harm and reduce the risk of abuse. It supports people in making choices and having control in how they chose to live their lives.

Any abuse is wrong; everyone has the right to live their life free from violence, fear and abuse. We all have a role to play if we suspect that someone is being abused or neglected and we need to act promptly to prevent this.

This information leaflet explains what to do if anyone has concerns about the actual or potential abuse or neglect of an adult who has care and support needs.

What is abuse or neglect?

- **Physical** – hitting, pushing, kicking, shaking, restraint
- **Sexual** – inappropriate touching, rape, sexual acts of any kind which the adult at risk has not consented, or could not consent or to which they were pressured into consenting
- **Psychological** – being shouted at, ridiculed or bullied
- **Financial and material** – misusing, withholding or stealing someone's money
- **Discriminatory** – poor treatment or harassment based on age, gender, sexuality, disability, race or religious belief
- **Neglect** – failure to provide care or the provision of inappropriate care
- **Domestic violence** – includes psychological, sexual, physical, financial, emotional and honour based violence
- **Modern slavery** – human trafficking, forced and compulsory labour and domestic servitude
- **Organisational** – neglect and poor care practice within an institution or specific care setting (care home or hospital) or where care is provided within their own home
- **Self neglect** – not caring for one's personal hygiene, health or surroundings and includes such behaviour as hoarding

Who might abuse or neglect?

This can happen anywhere and can be caused by anyone.

- Family, friends, neighbour
- Paid staff, carers, volunteers
- Other service users or patients
- Strangers

How will you know if someone is being abused?

You may notice a number of signs if someone is being abused or neglected:

- **Behaviour** – they may become withdrawn, depressed or tearful. They may also be angry or aggressive for little reason
- **Personal hygiene** – they may not take as much care as normal with their appearance, such as not bathing, shaving, washing their hair
- **Lifestyle** – they may stop going out, not have any money to access leisure services or buy food, not welcome visitors, not want to be left alone with certain people or lose their appetite
- **Injuries** – they may have unexplained or frequent injuries